

Light My Bricks earns 5-star reviews from over 92% of their customers



What they are saying about Influx:

“Partnering with Influx has been a wonderful experience. Influx’s team consistently delivers exceptional service and the positive feedback from our customers speaks volumes about their dedication to excellence. We couldn’t be happier with the impact Influx has had on our customer service.”



LIGHT MY BRICKS

- Mel Wright, Light My Bricks

[Light My Bricks](#) is an Australian eCommerce company founded in 2016 and specializes in developing easy-to-install lighting kits designed to complement specific LEGO® sets. With warehouses in EU, USA, UK, AU, and CA, Light My Bricks offers international shipping to customers worldwide.

THE NEED:

- Meet staffing challenges
- Management, training, reporting
- Support the release of new products
- Prompt response time and coverage
- Enhanced CX

THE RESULTS:

- [4.7 TrustScore](#) on Trustpilot with over 92% of reviews being 5 stars
- 95% CSAT
- <2 min FRT for live chat
- <4 hr FRT for email

Getting started with Influx:

Influx provided a ‘[Support as a Service](#)’ solution of 6 agents (2 dedicated, 2 part-time, and 2 contingency) with all management, training, and reporting included. The team handles 16/7 coverage via live chat and email support in Australia and the United States, with a commitment to excellence.

To preserve support quality, each agent must pass a written test to demonstrate high product knowledge and maintain a friendly/helpful tone. The team answers a range of customer support queries including product questions, refunds, shipping or custom fees, and technical support.

As a flexible solution, the Influx team scales up or down to support Light My Bricks during peak seasons, the release of new products, or as needed to maintain consistent service levels throughout the year.

Influx builds support teams on demand that flex and scale as you need, enabling companies to deliver fast, high-quality support experiences, 24/7.



Ready to try Influx? [Contact sales](#)